IT OPERATIONS SPECIALIST II
[Applications & Operations Team]

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Perform a wide variety of tasks relating to the support of enterprise applications and end user assistance including, but not limited to the areas of: application support, project coordination, application testing and troubleshooting, application recommendations, applications maintenance and monitoring as well as support of active directory, group policy, basic networking, end-point security, telecommunications and server-based systems. Required duties will also include conducting system management based on established procedures. Will interact with applications and operations through Windows Server OS and VMware on a frequent basis. Project lead will be common. Reports and receives operational direction from the Information Technology & Services Director.

EXAMPLES OF IMPORTANT RESPONSIBILITIES AND DUTIES – *Important responsibilities and duties may include, but are not limited to, the following:*

Essential Duties and Responsibilities

1. Proficient in Microsoft Active Directory, Group Policy, and the workings of an Enterprise Domain environment.

2. Experience in centralized VMware environment supporting shared services and multi-tiered applications.

3. Perform routine administrative and maintenance functions (install, configure, patch, update, etc.) applications and server platforms

4. Troubleshoot applications and server platforms in preproduction and production environments.

5. Provide training and technical support to end users; coordinate and staff IT Services help-desk. Maintain and respond to support tickets in accordance with current IT Services policy.

6. Perform daily/weekly/monthly maintenance; troubleshoot complex problems; identify and implement solutions; maintain records of maintenance performed.

7. Recommend, revise and/or design applications, systems and controls in coordination with users to meet department needs.

8. Assume full responsibility for assigned project roles.

9. Actively manage and maintain PC and application patch management operations in accordance with IT Services policy.

10. Monitor and analyze virus and security threats and access vulnerabilities to the organization and assigned software: implement and maintain IT Services security policies, application security and user defined security: identify, recommend and implement improvements to network/application security systems.

11. Performs advanced maintenance on core technology infrastructure; troubleshoot highly complex technical issues beyond level I support.

12. Review and test future technological solutions for integration issues; provide reporting on system design and implementation issues.

Other Important Duties and Responsibilities

1. Analyze and, when appropriate, recommend the re-engineering of work processes, with the utilization of technology, to create greater efficiencies for overall operations.

2. Communicate with staff regarding changes to overall technical operations, including technical details when appropriate.

3. Attend professional group meetings.

4. Other duties as assigned by the department management.

5. Will be required to answer phone in response to on-call technical issues.

QUALIFICATIONS

Knowledge of:

Advanced computer operations (networking, file shares, AD, Group Policy, etc)
Intermediate network and security administration.
Virtual environments and how to manage them.
Enterprise application designs and support.
Enterprise virus management and enterprise spyware\malware.
Advanced desktop management software.
Advanced PC and Server hardware knowledge.

Ability to:

Resolve high level technical issues with or without direct supervision.

Assume full responsibility of all assigned technical operations and manage any technical issues that might arise.   Information Systems Specialist II will maintain responsibilities of several major operations at the same time.

Analyze problems, identify solutions, project consequences of proposed actions, and implement decisions.

Research, analyze and implement changes in desktop operations.

Communicate clearly and concisely both orally and in writing.

Work in a team environment; make decisions that are in the best interest of the City.

Maintain capabilities of:

    --Making sound decisions through the use of good judgment

    --Analyzing complex computer system problems

    --Interpreting computer programming languages

Maintain physical conditions appropriate to performance of assigned duties and responsibilities which may include the following:

    --Lifting and carrying light to moderate objects

    --Operating assigned equipment

    --Effectively handle a work environment and conditions which involves: irregular work hours.

Experience:

5 + years supporting of advance technology environments including advanced systems, applications or help-desk support as described above.

Experience supporting VMware Servers in enterprise environments.

Project Management experience

Working knowledge and experience with Cisco VOIP (Call Manager, Unity, UCCx, etc)

Degree in Computer Science or Computer Information Systems preferred

    -or

Certifications in the above field

WORKING CONDITIONS

Environmental Conditions:

Office environment utilizing computers; exposure to computer screen; working closely with others; occasionally may be subject to viewing hostile or inappropriate material in effort to maintain system and user security.

Physical Conditions:

Essential and other important duties and responsibilities functions may require maintaining physical condition necessary for light or moderate lifting; sitting for prolonged periods of time; the use of fingers.